

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 10/18/2016	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-531-1337-004	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR) 695-531-1373-xxx
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Innovation/Web Services/Web Consulting/Ranch Cordova	
F. CLASSIFICATION System Software Specialist II (Technical)	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Kevin Paddock, Systems Software Specialist III (Supervisory)	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) M – F, 8:00 am – 5:00 pm	K. POSITION REQUIRES DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Organizational Setting and Major Functions</p> <p>Under the general supervision of the Systems Software Specialist III (Supervisory), Web Consulting Unit (WCU) Supervisor of the Web Services Section, the Systems Software Specialist II (SSS II) (Technical) works at the expert specialist level on the more complex web-based services and provides consulting, coordination, development, implementation and support for the Department of Technology (CDT) web-based services and provides expert-level developer and consulting assistance to clients in their use of CDT services and technologies. The SSS II (Technical) uses a high degree of independence and good judgement for assigned projects and for guidance for web-based services and technologies.</p>
40%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>The SSS II provides expert-level technical skills and knowledge to support CDT web-based services, code templates, libraries and APIs to statewide web development efforts. The essential functions include one or more of the following: development (coding), implementation, configuration, maintenance, documentation, troubleshooting and support of assigned services and technologies.</p> <ul style="list-style-type: none"> • Provide software development in support of the more complex CDT customer web applications, services and projects. • Independently works with project planning, scheduling and coordination for external and internal customer web site coding projects. • Independently works with the more complex design software solutions based on development requirements, standards and APIs. • Write the more complex web applications, APIs, modules, widgets, plugins, scripts, etc. based on functional requirements for the major form factor devices: PCs, laptops, tablets and smartphones. • Write cascading style sheet code to meet functional requirements. • Install, upgrade, review and test development software. • Provide expert-level front-end development based on UX and UI design standards.
30%	<ul style="list-style-type: none"> • Create wireframe mockups and site process flow diagrams. • Provide administration, configuration and scripting for applications and services. • Provide support in troubleshooting and resolving application problems.
20%	<ul style="list-style-type: none"> • Perform proactive analysis of CDT services to minimize outages & incidents. • Work with product vendors' technical support to assist CDT customers in identifying and resolving application errors recorded by service logs, system logs or error pages. • Work with customers' vendors who are part of the business application.

5%

- Keep management, Office of Customer Engagement, and/or customers informed on status of projects and incident resolution.
- Monitor system availability, usage and performance measurements for problem prevention, detection, and resolution.
- Remotely diagnose and resolve production problems as appropriate.
- Respond to Service Desk tickets promptly, document actions taken in Remedy Service System.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Use source control and team services tools to manage code and track work items.
- Develop and maintain documentation for assigned web services and technologies.
- Perform documented processes as required.
- Train Web Services staff in the administration, maintenance, troubleshooting and service delivery procedures for assigned services.
- Train customers on the use and administration of shared services.
- Create web site layouts, content, images, widgets, style sheets, etc. as needed.
- Create and enhance web site graphics: images, icons, logos, banners, animation, etc.

Work Environment Requirements

- May be required to work some weekends and outside of normal business hours on a periodic basis.
- May be required to carry and use a mobile device and respond in a timely manner.
- Some travel between Rancho Cordova and Sacramento may be required.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Systems Software Specialist II (Technical) will receive general supervision from the Systems Software Specialist III (Supervisory), based on CDT's strategic direction and goals, and customer projects. The incumbent will provide project status reports on an as needed basis and participate in scheduled meetings. Reports will give updates on workload, progress of assignments, details on special system problems, planning items and recommendations.

Actions and Consequences:

The web systems maintained by the incumbent at CDT and by clients under the incumbent's expert level technical assistance and guidance are used to provide business services that are widely used in state government and often support critical functions such as emergency services, cabinet-level communications and mission critical applications. The incumbent makes journey-level judgments, decisions, and recommendations that affect the success of CDT's web services and ultimately the services of the data center. The impact of the incumbent's decisions directly affects CDT customers in public relations and/or monetary expenditures. Good judgment and decisions are critical for this position.

Personal Contacts:

The incumbent will interact with vendors, CDT customers, CDT technical and Customer Delivery Division staff, CDT management, Governor's Office (GO) and other VIP customers and the statewide web development community. The incumbent contacts managers, technical staff, customers, and system users to provide and make recommendations regarding web systems. Regular contact is required with IT staff, Customer Delivery Account Leads, vendors and external entities to coordinate problem solving and to discuss business and system requirements, platform configuration, and operation procedures. The incumbent is to communicate effectively, both orally and in writing with management, peers, subordinates and customers at all levels.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

The incumbent assists with developing Web Services Section guidelines and standards for CDT and its customers and may be asked to provide input on efforts for determining appropriate rates for web services.

Supervision Exercised:

No formal supervisory responsibility is required by the incumbent. However, may act as a lead on the more complex systems software projects.

Other Information

Desirable Qualifications: (List in order of importance.)

- Expert experience coding with PHP, Python, JavaScript frameworks (jQuery, Prototype, etc.)
- Expert experience with open-source web Content Management Systems administration, configuration and installation.
- Expert knowledge and understanding of the WordPress framework, plugin and theme implementation and modification, especially in a multi-site implementation.
- Proficient with CSS coding for production web sites.
- Proficient with source control and related tools and concepts such as Git, TFS, Team Services.
- Proficient in APIs incorporating web services, RESTful and soap-based APIs.
- Expert ability to construct web applications using server-side and client-side code and multiple data stores.
- Expert knowledge of languages such as XML, XHTML, HTML, HTML5 and XSLT.
- Proficient with accessibility best practices (WCAG, Section 508, etc).
- Expert experience with Google maps APIs (JavaScript, etc).
- Proficient with the concepts and practice of mobile web development.
- Expert knowledge of and experience with the software development life cycle.
- Expert experience writing documentation – technical documents, requirements, installation instructions, user guides, etc.
- Expert ability to code in any of the following: PHP, .Net (C#, VB), Java, Perl, Linux/Unix shell (cs, ksh, bash).
- Expert knowledge of database systems including mysql, Google Fusion Tables, SQL server, etc.
- Expert knowledge of and experience with cloud services, cloud API's and related technologies.
- Proficient in Linux administration – shell scripts, cron jobs, troubleshooting.
- Strong interpersonal skills and the ability to work in an organized and efficient manner while under pressure in order to meet challenging time constraints.
- Expert ability to adapt to changing priorities and complete multiple concurrent assignments and projects.
- Ability to work cooperatively and communicate effectively (written and verbal) with all levels of staff as well as management and vendors.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

Kevin Paddock

SUPERVISOR SIGNATURE

DATE

10/18/2016

